

What is claimed is:

1. A method of searching audio data, comprising the step of:
 defining a phrase to use for searching;
 defining a minimum confidence level for searching;
 searching a set of audio segment for said phrase; and
 producing a set of results of all occurrences of the phrase within the audio segments and the confidence that a given occurrence is a match for the search phrase.
2. The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all occurrences of the plurality of phrases identified in a specified sequential order within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.
3. The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all audio segments including (i) at least one occurrence of a selected required one of the plurality of phrases and (ii) non-occurrences of at least one selected forbidden one of said plurality of phrases to be excluded from within the audio segments, said occurrence and non-occurrence determined with respect to said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.
4. The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

5. The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all audio segments lacking occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.
6. The method according to claim 5 wherein said temporal relationship is with respect to said phrases.
7. The method according to claim 5 wherein said temporal relationship is with respect to said audio segment.
8. The method according to claim 1 wherein said step of defining includes defining a plurality of phrases, said step of searching includes searching said set of audio segments for said plurality of phrases, and said step of producing includes producing a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.
9. The method according to claim 8 wherein said temporal relationship is with respect to said phrases.
10. The method according to claim 8 wherein said temporal relationship is with respect to said audio segment.
11. The method according to claim 1 further comprising the step of identifying said set of audio segments.
12. The method according to claim 11 wherein said step of identifying is responsive to intrinsic data.

13. The method according to claim 11 wherein said step of identifying is response to CTI data.

14. The method according to claim 13 wherein said CTI data selected from the set consisting of (i) called number (DNIS) and , calling number (ANI), and (iii) Agent ID.

15. A method of operating contact center, comprising the step of:
connecting a plurality of calls to at least one customer service representative;
recording audio segments from each of said plurality of calls;
defining a phrase to use for searching;
defining a minimum confidence level for searching;
searching said set of audio segment for said phrase; and
producing a set of results of all occurrences of the phrase within the audio segments and the confidence that a given occurrence is a match for the search phrase.

16. A system for searching audio data comprising:
control logic operable to define a phrase to use for searching and define a minimum confidence level for searching; and
a search engine operable to search a set of audio segment for said phrase and produce a set of results of all occurrences of the phrase within the audio segments and the confidence that a given occurrence is a match for the search phrase.

17. The system according to claim 16 wherein said control logic is further operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and produce a set of results of all occurrences of the plurality of phrases identified in a specified sequential order within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

18. The system according to claim 16 wherein said control logic is further operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and said produce a set of results of all audio

segments including (i) at least one occurrence of a selected required one of the plurality of phrases and (ii) non-occurrences of at least one selected forbidden one of said plurality of phrases to be excluded from within the audio segments, said occurrence and non-occurrence determined with respect to said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

19. The system according to claim 16 wherein said control logic is further operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and produce a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

20. The system according to claim 16 wherein said control logic is operable to define a plurality of phrases, said search engine further operable to search said set of audio segments for said plurality of phrases and produce a set of results of all audio segments lacking occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

21. The system according to claim 20 wherein said temporal relationship is with respect to said phrases.

22. The system according to claim 20 wherein said temporal relationship is with respect to said audio segment.

23. The system according to claim 16 wherein said control logic is operable to define a plurality of phrases, said search engine operable to search said set of audio segments for said plurality of phrases and produce a set of results of all occurrences of the plurality of phrases identified in a specified temporal relationship within the audio segments with said

minimum confidence that a given occurrence within said audio segments is a match for a corresponding one of said plurality of search phrases.

24. The system according to claim 23 wherein said temporal relationship is with respect to said phrases.

25. The system according to claim 23 wherein said temporal relationship is with respect to said audio segment.

26. The system according to claim 16 wherein said processor is further operable to identify said set of audio segments.

27. The system according to claim 26 wherein said processor is responsive to CTI data for identifying said set of audio segments.

28. The system according to claim 27 wherein said CTI data selected from the set consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.

29. A contact center comprising::

- a switch configured to connect each of a plurality of calls to a customer service representative workstation;

- a memory connected to said switch and configured to record audio segments from each of said plurality of calls;

- a supervisory terminal configured to define a phrase to use for searching and a minimum confidence level for searching;

- a search engine connected to said supervisory terminal and to said memory for searching said set of audio segment for said phrase; and

- a display connected to said search engine and configured to produce a set of results of all occurrences of the phrase within the audio segments and the confidence that a given occurrence is a match for the search phrase.

30. A method for analyzing audio data, comprising:

storing an audio segment in a speech repository;
storing information regarding the audio segment in a database;
establishing a search criteria including speech and SQL criteria for locating for
spoken words or phrases in said audio segment using speech recognition technology;
searching said audio segment and said database in accordance with said search
criteria; and
providing a report based on said search.